

The headings, which appear in this manual, have been inserted for the purpose of convenience only and easy referencing. They are not intended to be a complete breakdown of an employee's responsibilities, employment limits or guidelines for every emergency situation and/or scenario, which may occur. The employees must recognize that they may be called on to use their maturity and judgement in situations not mentioned or fully addressed.



Emergency Rescue Manual

Veteran's Memorial Pool/Park 2016

General Information

1. The Recreation Supervisor is responsible for making arrangements for access to an emergency phone. The Facility Manager is responsible for notifying the Aquatic Director if a problem occurs regarding access and use of the emergency phone.
2. Only those Swimming Program Staff who have the required current American Red Cross certifications are to perform any type of First Aid.
3. First Aid kits will be issued to each facility. All trained staff shall monitor and keep available sufficient first aid supplies. Requests for additional supplies should be made to the Aquatic Director or Recreation Supervisor.
4. The Recreation Supervisor will file all accident reports and forward reports of serious accidents (where there may be potential litigation against the City of Middletown) to the Director of Recreation and Community Services.
5. First Aid and Rescue reports are filled out for any and all types of rescues, emergencies, or first aid treatments.
6. The Facility Manager is responsible for instructing his/her staff in the following procedures regarding emergencies and for taking charge of all emergencies.

911 CALL INFORMATION/DIRECTIONS

This information is be posted next to the Emergency Telephone

Emergency Calling Information

- Dial 911 - Police Emergency Line
- Request an ambulance, paramedics and Police/Fire personnel
- The call will be transferred to the appropriate line
- Give exact location of emergency (McCutcheon Park/Crystal Lake)
- Description of what happened and status of victim
- Age and description of victim
- Give your name, job title and work location
- Have someone meet emergency services and help direct them to victim
- Do not hang up until the Dispatcher tells you to hang up

Directions to Pool Facility

- Route 66
- Left/right turn at Route 372 (Newfield Street)
- 3/10 mile after bridge, turn left onto Fisher Road (small pool sign at turn)
- At stop sign take immediate left
- Continue down long paved driveway, 2/10 mile past playground area
- Take 2nd right uphill to parking area and to the right around the parking lot circle
- Emergency gate is to the left of the pool near pine trees
- Pool facility is entirely fenced in and locked

Description of Pool and Park

Lifeguard staff and emergency personnel equipment access at northern end of pool through a locked gate from the parking lot.

Multi-purpose 41 acre facility located off Newfield Street

Large Pool:

25 yards by 20 yards/Depth range for 2.5 to 4.5 feet

Cement walks around pool

Picnic area with pavilion at shallow end

Wading Pool:

Located in an enclosed area, between large pool and parking lot; accessible through front gate. The wading pool is 8" deep.

Special Equipment:

Backboard with immobilizer and straps, ambu bags, first aid kit (gloves and mask in Guard Office).

Filter System and Pool Chemicals:

Located in basement of facility, key is with the Facility Manager. Guard Office.

COMMUNICATION SIGNALS

WHISTLE SIGNALS

*1 SHORT WHISTLE—gets swimmers' attention

*1 LONG WHISTLE---buddy check

P.A. SYSTEM

Used to clear water and advise public what to do/or announce drill.

AIR HORN SIGNALS

*1 LONG BLAST (5 SECONDS) indicates guard is leaving chair and starting rescue.

HAND SIGNALS USED WITH WHISTLES

Whistle and point with hand—giving directions

EMERGENCY RESCUES

WATER RESCUE

1. Guard detects or is told of emergency.
2. Guard signals emergency --- **1 LONG BLAST OF HORN (5 seconds)**. Guard begins rescue with a rescue tube.
3. Guard to left of rescuer or floating guard assists rescuer or covers rescuer's area.
4. Facility Manager verifies emergency.
5. Facility Manager or Designee:
 - Gives "Clear the water" signal--- **and ANNOUNCEMENT OVER PA SYSTEM.**
 - Designee brings First Aid kit and loaded backboard with rescue equipment to rescuer.
6. Facility Manager or Designee dials 911.
7. Have someone wait for emergency services and direct them to the victim.
8. Facility Manager assigns lifeguard to open emergency gate for rescue personnel and Pool Attendant to secure front door, money and monitor locker rooms.
9. All other guards clear water, keep crowds back, secure accident area, continue to monitor closure of pool and wait for further instructions.
 - Wading pool guard remains in cleared wading pool area unless directed to close area by Facility Manager.
10. Once rescue is made: Victim is brought to side or shallow water and is removed from water by Red Cross approved removal technique.
11. Guard makes victim assessment, identification and administers Red Cross approved treatment to victim.
12. Facility Manager coordinates and advises rescue personnel of situation and briefs on victim's status.
13. The Facility Manager tries to identify the victim and friends/relatives who may be present.
 - Keep these people out of the way, but available to answer questions for rescue personnel and/or police.

- The Facility Manager initiates contact with victim's family after completion of the assessment and advises them of the situation without causing undue alarm or discussion to specifics.
 - If contacted by phone, direct family to proceed immediately to the hospital **NOT** to the pool. They will be needed by medical personnel at the hospital.
14. The Facility Manager notifies the Aquatic Director and/or Director of Recreation and Community Services by phone or beeper of emergency within 15-30 minutes.
 15. Victim is transported or is not transported to hospital.
 16. The Facility Manager must submit a report and collect reports from all personnel and/or witnesses stating where they were at the time of accident, what actions they took, and what they witnessed.
 17. **The accident/staff reports must be submitted to the Aquatic Director the same day the accident happened. Facility Manager fills out Facility Manager Reference Form.**
 18. Equipment Checked and re-supplied. Any damaged or missing equipment is replaced. Equipment is then put in its proper location.
 19. Corrective action is taken. Any situation that contributed to the incident is corrected before the facility is re-opened.
 20. **Staff debriefing of the situation.**

CPR WATER RESCUE

1. Guard detects or is told of emergency.
2. Guard signals emergency---**1 LONG BLAST OF HORN (5 Seconds)**.
3. Guard to the left of rescuer or floating guard assists rescuer or covers rescuer's area.
4. Facility Manager verifies emergency.
5. Facility Manager or Designee:
 - Gives clear water signal—**and ANNOUNCEMENT ON PA SYSTEM.**
 - Designee brings First Aid kit and loaded backboard with rescue equipment to rescuer.
6. Facility Manager or Designee dials 911.
7. Assign a person to wait for emergency services in order to direct them to the victim.
8. Facility Manager assigns guard to open emergency gate for rescue personnel and pool attendant to secure front door, money and monitor the locker rooms.
9. All other guards clear water, keep crowds back, secure accident area, continue to monitor closure of pool and wait for further instructions.
 - Wading pool guard remains in cleared wading pool area unless directed to close area by Facility Manager.
10. Once rescue is made: Victim is brought to side or shallow water and is removed from water by Red Cross approved removal technique.
11. Guard makes victim assessment, identification, and administers the proper treatment to victim.
12. **ONCE CARDIAC ARREST IS DETERMINED**
 - Rescuers commence removal of water, put on appropriate personal protection equipment and commence CPR as per American Red Cross guidelines.
 - Facility Manager coordinates and advises rescue personnel of situation and briefs them on victim's status.
13. The Facility Manager tries to identify victim and friends/relatives who may be present.
 - Keep these people out of the way, but available to answer questions for rescue personnel and or police.
 - The Facility Manager initiates contact with the victim's family after completion of the assessment and advises them of the situation without causing undue alarm or discussion as to specifics.
 - If contacted by phone, direct family to proceed immediately to the hospital **NOT** to the pool. They will be needed by medical personnel at the hospital.
14. The Facility Manager notifies the Aquatic Director and/or Director of Recreation and Community Services by phone or beeper of emergency within 15-30 minutes.
15. Victim is transported to the hospital.
16. The Facility Manager must submit a report and collect reports from all personnel and/or witnesses stating where they were at the time of the accident, what actions they took, and what they witnessed.
17. **The accident/staff reports must be submitted to the Aquatic Director the same day the accident happened. Facility Manager fills out the Facility Manager Reference Form.**
18. Equipment checked and re-supplied. Any damaged/missing equipment is replaced. Equipment is then put in its proper location
19. Corrective action is taken. Any situation that contributed to the incident is corrected before facility is reopened.
20. **Staff debriefing of the situation.**

MISSING PERSON RESCUE

1. Guard detects a missing person or is told of a missing person.
2. Guard signals problem---**1 LONG BLAST OF HORN (5 seconds)**.
3. Facility Manager verifies emergency and gives clear water signal --- **and ANNOUNCEMENT MADE ON PA SYSTEM** for pool to clear and missing person to report to guard office.
4. After water has been cleared: **Victim is found in pool:**
 - Nearest guard starts rescue with rescue tube.
 - Guard to the left of the rescuer or floater assists rescuer or covers rescuer's area.
 - Designee brings first aid kit and loaded backboard with rescue equipment to rescuer.
 - Facility Manager or Designee dials 911
 - Assign a person to direct emergency services to the victim.
 - Facility Manager assigns guard to open emergency gate for rescue personnel and pool attendant to secure the front door, money and monitor the locker rooms.
 - All other guards clear water, keep crowds back, secure accident area, continue to monitor closure of the pool and wait for further instruction.
 - Wading pool guard remains in cleared wading pool area unless directed to close area by Facility Manager.
5. **Once Rescue is made:**
 - Victim is brought to side or shallow water and is removed from water by Red Cross approved removal technique.
 - Guard makes victim assessment, identification, and friends/relatives who may be present.
 - Facility Manager coordinates and advises rescue personnel of situation and briefs personnel on victim's status.
 - The Facility Manager tries to identify the victim and friends/relatives who may be present.
 - Keep these people out of the way, but available to answer questions for rescue personnel and/or police.
 - The Facility Manager initiates contact with the victim's family after completion of the assessment and advises them of the situation without causing undue alarm or discussion as to specifics.
 - If contacted by phone, direct family to proceed immediately to the hospital **NOT** to the pool. They will be needed by medical personnel at the hospital.
 - The Facility Manager notifies the Aquatic Director and/or Director of Recreation and Community Services by phone or beeper of emergency within 15-30 minutes.
 - The Facility Manager must submit a report and collect reports from all personnel and/or witnesses stating where they were at the time of the accident, what actions they took and what they witnessed.
6. **The accident/staff reports must be submitted to the "Aquatic Director the same day the accident happened. Facility Manager fills out Facility Manager Resource Form.**
7. The equipment is checked and re-supplied. Any damaged/missing equipment is replaced. Equipment is then put in its proper location.
8. Corrective action is taken. Any situation that contributed to the incident is corrected before facility is reopened.
9. **Staff debriefing of the situation.**

If the victim is not found in the pool, the Facility Manager directs guards to search all rooms of the facility while the lake is still cleared.

If the victim still is not found in pool or pool facilities:

1. Facility Manager or Designee:
 - Gathers important information: age, sex, height, weight, area last seen, clothing etc.
 - Facility Manager or Designee makes 1 Announcement, "**John Doe**, please report to the Guard Office. **If no response, DIAL 911 IMMEDIATELY.**
 - Give your name, address and telephone number, explain problem, give description of missing person and what is being done to find them.
 - Assign a person to greet emergency services at the entrance and direct them to victim.
 - Guards do not leave the facility or beachfront to search for the missing person. The Police will form a search party.

If victim is found and is not in the pool, staff member/guard makes victim assessment, identification and administers Red Cross first aid treatment.

1. The Facility Manager or Designee **DIALS 911** and advises them of situation.
2. Facility Manager assigns guard to open emergency gate for rescue personnel and pool attendant to secure front door, money and monitor locker rooms.
3. Assign one person to await the arrival of emergency personnel.
4. All other guards clear water, keep crowds back, secure accident area, continue to monitor closure of pool and wait for further instructions.
 - Wading pool guard remains in cleared wading pool area unless directed to close area by Facility Manager.
5. Guard makes victim assessment, identification, and administers Red Cross approved treatment.
6. Facility Manager coordinates and advises rescue personnel of situation and briefs on victim's status.
7. The Facility Manager tries to identify the victim and friends/relatives who may be present.
 - Keep these people out of the way but available to answer questions for rescue personnel and/or police.
 - The Facility Manager initiates contact with the victim's family after completion of the assessment and advises them of the situation without causing undue alarm or discussion as to specifics.
 - If contacted by phone, direct family to proceed immediately to the hospital, **NOT** to the pool. They will be needed by medical personnel at the hospital.
8. The Facility Manager notifies the Aquatic Director and/or Director of Recreation and Community Services by phone or beeper of emergency within 15-30 minutes.
9. Victim is transported or is not transported to hospital
10. The Facility Manager must submit a report and collect reports from all personnel and/or witnesses stating where they were at the time of the accident, what actions they took, and what they witnessed.
11. **The Accident/staff reports must be submitted to the Aquatic Director the same day the accident happened.**
12. The equipment is checked and re-supplied. Any damaged/missing equipment is replaced. Equipment is then put in its proper location.
13. Corrective action is taken. Any situation that contributed to the incident is corrected before facility is reopened.
14. **Staff debriefing of the situation.**

MISSING RECREATION PROGRAM PARTICIPANT

1. Guard detects a missing person or is told of a missing person.
2. Guard signals for a buddy check—**1 LONG BLAST ON WHISTLE**.
3. Facility Manager and Program Director are notified and verify emergency.
*Clear water signal is given—and **Announcement on PA System to clear the pool and for the missing person to report to the Guard Office**. All Recreation Program participants are removed from the water and placed on grass near the fence. Program staff immediately verifies all participants are present (by head count). At discretion of Program Director, participants and staff may be moved to grass area in front of pool facility.
4. After water has been cleared: **victim is found in water**:
 - Nearest guard starts rescue with rescue tube.
 - Guard to the left of rescuer or floater assists rescuer or covers rescuer's area.
 - Designee brings first aid kit and loaded backboard with rescue equipment to rescuer.
 - Facility Manager or Designee **Dial 911**
 - Facility Manager assigns guard to open emergency gate for rescue personnel, and pool attendant to secure front door, money and monitor front door.
 - Assign one person to greet the emergency personnel and direct them to the victim.
 - All other guards clear water, keep crowds back, secure area, continue to monitor closure of pool and wait for further instructions.
 - Wading pool guard remains in cleared wading pool area unless directed to close area by Facility Manager.
5. **Once rescue is made**: Victim is brought to side or shallow water and is removed from water by Red Cross approved removal technique.
 - Guard makes victim assessment, identification, and administers Red Cross approved treatment to victim.
 - Facility Manager coordinates and advises rescue personnel of situation and briefs on victim's status. Program Director will attempt to make medical information available from participant application, for the emergency personnel.
 - Program Director initiates contact with the victim's family after completion of the assessment of the victim and advises them of situation without causing undue alarm or discussion as to specifics.
 - If contacted by phone, direct family to proceed immediately to the hospital, **NOT** to the pool. They will be needed by medical personnel at the hospital.
 - The Facility Manager notifies the Aquatic Director; the Program Director notifies the Recreation Supervisor and Director of Recreation and Community Services by phone or beeper of emergency within 15-30 minutes.
 - After victim is transported to a medical facility or taken home:
 - The Facility Manager and Program Director must submit separate reports and collect reports from all personnel and/or witnesses stating where they were at the time of the accident, what actions they took, and what they witnessed.
 - **The accident/staff reports must be submitted to the Aquatic Director and Recreation Supervisor the same day the emergency/accident happened.**

6. **If victim is still NOT found in pool or pool facilities:**
 - Facility Manager or Designee gathers information regarding name, age, sex, height, area last seen, clothing, etc.
 - Facility Manager or Designee makes repeated announcement, "Michael Smith please report to Guard Office immediately."
 - **After one announcement if missing person is not found, DIAL 911**
 - Give your name, address and telephone number
 - Explain problem; give description of missing person and what is being done to find them.
 - **Stay on the line as the dispatcher transfers your call to appropriate agency.**
 - Assign one person to greet emergency personnel at entrance.
 - A head count should be taken by the Program Director; after assessing the situation the participants may be moved in groups through the basket room and onto the front lawn of the pool facility. The Program Director should have the child's application ready to use for Rescue Personnel. The Program Director will determine which Program Staff are responsible for looking after the remaining children and which Program Staff will help search. The appropriate Recreation Supervisor should be contacted immediately.
7. **If victim is found and is NOT in the pool:**
 - Facility Manager or Designee DIALS 911 AGAIN . . . and advises them that participant has been found. **DO NOT CANCEL EMS RESPONSE.**
 - Facility Manager assigns guard to open emergency gate for rescue personnel, and pool attendant to secure front door, money and monitor locker rooms.
 - All other guards clear water, keep crowds back, secure accident area, continue to monitor closure of pool and wait for further instructions
 - Guard makes victim assessment, identification, administers proper treatment.
 - Facility Manager coordinates and advises rescue personnel of situation and briefs status of victim.
 - The Program Directors tries to identify the victim for rescue personnel and/or police.
 - Program Director gives all pertinent medical information to rescue personnel.
 - Program Director initiates contact with the victim's family after completion of the assessment and advises them of the situation without causing undue alarm or discussion as to specifics.
 - If contacted by phone, direct family to proceed immediately to the hospital, **NOT** to the pool. They will be needed by medical personnel at the hospital.
 - The Facility Manager notifies the Aquatic Director, the Program Director notifies the Aquatic Director, the Program Director notifies the Recreation Supervisor and Director of Recreation and Community Services by phone of emergency within 15-30 minutes.
 - The victim is transported or is not transported to the hospital.
8. The Facility Manager must submit a report and collect reports from all personnel and/or witnesses stating where they were at the time of the accident, what actions they took and what they witnessed.
9. **The accident/staff reports must be submitted to the Aquatic Director and Recreation Supervisor the same day the accident occurred. Facility Manager fills out Facility Reference Form.**
10. Equipment checked/re-supplied. Any damaged/missing equipment is replaced. Equipment is then put in its proper place.
11. Corrective action is taken. Any situation that contributed to the incident is corrected before facility is reopened.
12. **Staff debriefing of the situation.**

WATER RESCUE DURING RECREATION PROGRAM SWIM

1. If emergency is detected by the guard:
2. Guard signals emergency—**1 LONG blast on air horn (5 seconds).**
3. Facility Manager verifies emergency and gives clear water signal **and makes “Clear Water” ANNOUNCEMENT ON PA SYSTEM.**
4. Nearest guard makes rescue with rescue tube.
5. Guard to the left of floating guard assists rescuer or covers rescuer’s area.
6. Designated staff member brings first aid kit and loaded backboard with rescue equipment to rescuer.
7. Program Director will assign staff to immediately remove participants from pool and take them to grass area by fence for a head count. At discretion of the Program Director the participants and staff may be moved to the grassy area outside pool facility.
8. Facility Manager or Designee: DIALS 911
9. Facility Manager assigns guard to open emergency gate for rescue personnel, and pool attendant to secure front door, money and monitor the locker rooms.
10. Assign one person to greet emergency personnel and direct them to the victim.
11. All other guards clear water, keep crowds back, secure accident area, continue to monitor closure of pool and wait for further instructions.
 - Wading pool guard remains in cleared wading pool area unless directed to close area by Facility Manager.
12. Once rescue is made victim is brought to side or shallow water and is removed from water by Red Cross approved removal techniques.
13. Guard makes assessment and administers Red Cross approved treatment. Program Director assists in identification of participant and collects medical information from participant’s applications.
14. Facility Manager coordinates and advises rescue personnel of situation and gives a briefing on victim’s status, along with any medical information from application.
15. Program Director verifies identification of victim.
 - Program Director will contact family and will advise them of the situation, without causing undue alarm or discussion as to specifics.
16. If family is contacted by phone, direct family to go to the hospital immediately, **NOT** to the pool. They will be needed by medical personnel at the hospital.
17. The Facility Manager will notify the Aquatic Director, the Program Director will contact the Recreation Supervisor by phone or beeper within 15-30 minutes.
18. Victim is transported or not transported to the hospital
19. The Facility Manager and Program Director must submit a report, and collect reports from all personnel and/or witnesses stating where they were at the time of the accident and what actions they took, and what they witnessed.
 - **The accident/staff reports must be submitted to the Aquatic Director and Recreation Supervisor the day of the incident.**
20. Equipment checked/re-supplied. Any damaged/missing equipment is replaced. Equipment is then put in its proper location
21. Corrective action is taken. Any situation that contributed to the incident is corrected before facility is reopened.
22. **Staff debriefing of the situation.**



CITY OF MIDDLETOWN OCCUPATIONAL MEDICAL EXPOSURE PROTOCOL

In the event of a Bloodborne Pathogens (skin and/or mucous membrane contact with another person's blood) or other occupational medical exposure* (e.g.; scabies, lice, tuberculosis, etc.), the affected employee should:

- Follow recommended guideline for post-exposure treatment (wash exposed area with soap and warm water or flush mucous membrane)
- Immediately report the exposure incident to supervisor
- Complete any necessary reporting forms as soon as possible
- If the exposure occurs during normal business hours (M-F, 8:30 AM – 4:30 PM), call Middlesex Hospital OCC MED (Occupational Medicine) at **860.358.2750**. Press **Option 6** to schedule to speak with a health-care provider**. Instructions will follow.

If the exposure occurs outside of normal business hours, call OCC MED at **860.358.2750**. Press **Option 0** and ask the operator to speak with the on-call provider. Instructions will follow.

Middlesex Hospital Occupational Medicine is located at 534 Saybrook Road (2nd floor).

***If the exposure also constitutes a medical emergency, the employee should report to Middlesex Hospital Emergency Department.**

****On-call physician or nurse.**